



## **BOOKING AND CANCELLATION TERMS AND CONDITIONS 2021** (valid for bookings cancelled until 07.02.2021)

Anyone (“Guest”) may send a booking request via e-mail to [booking@unionlido.com](mailto:booking@unionlido.com) or book directly online through the website [www.unionlido.com](http://www.unionlido.com).

Booking requests must be made directly by the Guest who will be staying in the accommodation, specifying the total number of people for the booking and their respective names. It is also recommended to indicate: 1. if the booking includes any children and, if so, how many; 2. if the booking includes any people with a disability; 3. any other specific requirements and/or special conditions (as long as they are reasonable), in order to allow Union Lido to satisfy guests’ needs, to the extent possible.

Upon receiving the booking request, Union Lido will send a non-binding booking offer, indicating the dates for the stay, the price and the deadline for paying the deposit (booking offer validity period).

The booking will only be confirmed and become binding upon both parties once the Guest has paid the deposit amount stated in the booking offer, by no later than the deadline also stated therein.

This is a security deposit covering the obligations undertaken by the Guest upon booking.

Once the deposit has been paid, Union Lido will send the Guest their booking confirmation. The Guest accepts the contents of these Booking and Cancellation Terms and Conditions in full. The Guest must present a copy of their booking confirmation at check-in.

If the Guest does not pay the deposit by the set deadline, then the booking will be null and void and Union Lido will be free to accept other bookings for the accommodation/pitch from other people who may request it, without the Guest being able to claim any right over the booking of said accommodation/pitch.

In the case of online bookings, after payment of the deposit requested by the system, Guests will receive their booking confirmation, containing all the information on the general contract terms and conditions, the key features of the service and the price.

If bookings are not made using the online booking system, then the Guest will be charged an additional fee of Euro 20.00 (twenty/00) upon check-out for booking administration expenses. **It is not permitted to book pitches to be used alternately by different families.** In this case, please contact the Booking department directly.

Union Lido reserves the right to change the number of the accommodation or pitch that was originally assigned, at any time, at its sole discretion and depending on requirements, also after the deposit has been paid and the booking confirmation has been sent.

Under no circumstances may the Guest transfer their booking to a third party without prior written authorisation from Union Lido to do so.

Guests are entitled to request changes to confirmed bookings, which may involve altering the dates for the stay and/or the number of people; in this case, the original booking will be cancelled and a new booking will be made, subject to availability. If accepted, such changes will be subject to standard rate changes (higher or lower rates). It is only possible to make changes to a confirmed booking up to 30 (thirty) days before the arrival date.

**The entire amount for the stay must be paid for the entire period booked, even in the case of late arrival or early departure. The rates stated in the current price list are applicable to both accommodation units and pitches (accommodation unit or pitch + number of people included in the booking). If the accommodation or pitch is not used within 2 (two) days from the scheduled arrival date, then Union Lido reserves the right to rent it out to somebody else.** The Guest shall be fully liable for any damage caused to the accommodation and its furnishings. For bookable pitches, the number of the assigned pitch will be confirmed at check-in and it will only be possible to change pitch within the ‘bookable pitch’ area (also during the stay), subject to authorisation being granted by the Management.

## **WITHDRAWAL AND BOOKING CANCELLATION**

Guests must provide written notification of their intention to cancel their booking, making reference to the booking confirmation received.

**Cancellation requests must be sent by the person in whose name the booking was made** (or, should said person be unable to do so, by a duly authorised person). Guests who cancel their booking are entitled to a refund of their deposit, under the following conditions. If Union Lido receives written notification of cancellation via e-mail (or, alternatively, via fax or registered post or via any means able to guarantee receipt), at least 30 (thirty) days prior to the arrival date indicated in the booking confirmation, then it shall fully reimburse the Guest for all amounts paid up until that moment in time, without prejudice to its right to deduct a penalty fee of Euro 100.00 (one hundred/00). Guests who send Union Lido written notification of cancellation between the 29<sup>th</sup> day and 15<sup>th</sup> day prior to the arrival date indicated in the booking confirmation will instead be charged a penalty equal to 50% of the deposit paid, with a minimum charge of Euro 100.00 (one hundred/00). Guests who send Union Lido written notification of cancellation in the 14 (fourteen) days prior to the arrival date indicated in the booking confirmation will not be entitled to any refund, with Union Lido reserving the right to retain all of the deposit paid, as a penalty.

In the event of a no-show, if no cancellation request has been received, Union Lido reserves the right to charge the Guest for the full amount of their stay, in addition to retaining the deposit paid, as a penalty.

**As a partial exception to the foregoing, only in the case of Guests having to cancel if forbidden from reaching Union Lido due to provisions issued by a competent national or regional authority to contain the COVID-19 epidemic, the following conditions shall apply: if the cancellation is sent via e-mail (which is preferable, or alternatively via fax or post) and received by Union Lido at least 7 (seven) days prior to the arrival date indicated in the booking confirmation, then UNION LIDO will not apply any penalty. It is understood that any requests received in the 6 (six) days prior to the arrival date indicated in the booking confirmation shall not entitle Guests to any refund, with UNION LIDO reserving the right to retain the full deposit amount, as a penalty. This shall be without prejudice to any application of mandatory rules issued by the competent authorities in relation to the Covid-19 epidemiological emergency.**

Union Lido recommends that Guests take out an insurance policy beforehand, covering both camping equipment and risks, with an insurance company of their choice.

In the case of any discrepancies, the Italian version available on the website [www.unionlido.com](http://www.unionlido.com) shall prevail.